

UNITED STATES OF AMERICA  
POSTAL REGULATORY COMMISSION  
WASHINGTON, DC 20268-0001

Annual Compliance Report, 2022

Docket No. ACR2022

CHAIRMAN'S INFORMATION REQUEST NO. 12

(Issued February 10, 2023)

To clarify the basis of the Postal Service's FY 2022 *Annual Compliance Report* (ACR), filed December 29, 2022,<sup>1</sup> the Postal Service is requested to provide written responses to the following questions. Answers should be provided to the individual questions as soon as they are developed, but no later than February 17, 2023.

**Customer Access and Satisfaction**

1. In the FY 2022 ACR, the Postal Service states that it continued to minimize wait time in line by implementing several measures, including the continued distribution of Mobile Point of Sale (POS) devices at certain Post Offices. FY 2022 ACR at 85-86. Please refer to the United States Postal Service, Office of the Inspector General, Report No. IT-AR-17-009, Mobile System Review, September 21, 2017, at 5, 8, available at [https://www.uspsaig.gov/sites/default/files/reports/2023-01/IT-AR-17-009\\_0.pdf](https://www.uspsaig.gov/sites/default/files/reports/2023-01/IT-AR-17-009_0.pdf).<sup>2</sup> Please detail the progress that the Postal Service made in expanding distribution of Mobile POS devices during FY 2022. In the response, please specify the

---

<sup>1</sup> United States Postal Service FY 2022 *Annual Compliance Report*, December 29, 2022 (FY 2022 ACR).

<sup>2</sup> The Postal Service previously stated its expectation that expanded use of Mobile POS devices would "remove simple transactions from the line, leading to better efficiency at the window." Docket No. ACR2016, Response of the United States Postal Service to Question 6 of Chairman's Information Request No. 15, March 7, 2017, question 6.b.

following information for FYs 2021 and 2022, respectively: the number of Mobile POS devices in use, the number of retail offices using Mobile POS devices, the number of transactions using Mobile POS devices, the amount of revenue collected using Mobile POS devices, and the estimated reductions of wait time in line resulting from use of Mobile POS devices. If any the foregoing information is unavailable, please so state, explain why it is unavailable, and provide qualitative analysis of the scope and nature of the progress made in FY 2022 in expanding distribution of Mobile POS devices and any resulting reduction in wait time in line.

2. Please refer to the customer experience surveys provided in Library Reference USPS-FY22-38, December 29, 2022. Please fill in the table showing the number of surveys initiated and the number of surveys received during FY 2022. See 39 C.F.R. § 3055.92(b)(2).

Customer Experience Survey	Number of Surveys Initiated in FY 2022	Number of Surveys Received in FY 2022
Business Service Network		
Point of Sale		
Delivery		
Customer Care Center		
Customer 360		
Business Mail Entry Unit		
USPS.com		
Large Business Panel		

3. In the FY 2022 ACR, the Postal Service describes actions taken in FY 2022 to improve customer satisfaction with Market Dominant products. FY 2022 ACR at 78-81. For each customer type (residential, small/medium business, and large business), please explain how these actions impacted FY 2022 results.<sup>3</sup>
4. In the FY 2022 ACR, the Postal Service states it implemented two initiatives in FY 2022 aimed at increasing customer satisfaction with Market Dominant products for residential and small/medium business customers: a market test for

---

<sup>3</sup> See Docket No. ACR2021, *Annual Compliance Determination*, March 29, 2022, at 227.

USPS Connect Local Mail and a roll back of prices of Every Door Direct Mail (EDDM)—Retail. FY 2022 ACR at 79-80. Please explain how each of these initiatives was targeted or tailored to improve Market Dominant product satisfaction for:

- a. Residential customers
  - b. Small/medium business customers
5. In the FY 2022 ACR, the Postal Service describes several factors that contributed to declines in customer satisfaction with domestic First-Class Mail products between FY 2021 and FY 2022, such as digital diversion, the lingering effects of the COVID-19 pandemic, ongoing paper and ink shortages/costs, and increases in postage rates. FY 2022 ACR at 80-81. Please explain how each of the factors described in the FY 2022 ACR affected customer satisfaction results for:
- a. Residential customers
  - b. Small/medium business customers
  - c. Large business customers

### **Periodic Reporting**

6. Please refer to Responses of the United States Postal Service to Questions 1-5 of Chairman's Information Request No. 9, February 8, 2023, question 5. Please provide a public list of the facilities that were still operational in FY 2022.

By the Chairman.

Michael Kubayanda